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## **QUARTERLY SERVICE QUALITY REPORT**

### **SOUTH CAROLINA OPERATIONS**

COMPANY NAME dPi TeleConnect, LLC  
 QUARTER/YEAR 1Q12 / 2012

MONTH:	January 2012	February 2012	March 2012
Number of Customer Access Lines	<u>4,629</u>	<u>2,898</u>	<u>2,089</u>
New Service Applications Held over 30 Days	<u></u>	<u></u>	<u></u>
Trouble Reports / Access Line (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Customer Out of Service Clearing Times (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
New Installs and Re-Installs Completed within 5 Days (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Commitments Fulfilled (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Number of Lifeline Customers	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>

Comments / Explanations: \_\_\_\_\_

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**RECEIVED**

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